

In a managed health care plan:

- You have a regular doctor.
This person is your Primary Care Provider.
- You can get regular check-ups.
- There is no limit on the number of visits you or your children can have with your doctor.
- You can reach your provider's office or health plan 24 hours a day, 7 days a week.
- Your benefits are the same as regular Medicaid.
- You can access clinics, laboratories, specialists and hospitals.

Talk to your doctor about which managed care health plan(s) he/she participates in.

Dental services are available for everyone, either through your managed care health plan or regular Medicaid.

To find out about additional services offered by managed care health plans, you can contact the plans by calling the Member Services phone numbers listed in this Guide.

Important numbers

To learn how to enroll in a health plan, call:

New York Medicaid CHOICE
1-800-505-5678

If you have a problem with your health plan, call:

New York State
Health Department
Complaint Hotline
1-800-206-8125

For copies of this guide, call:

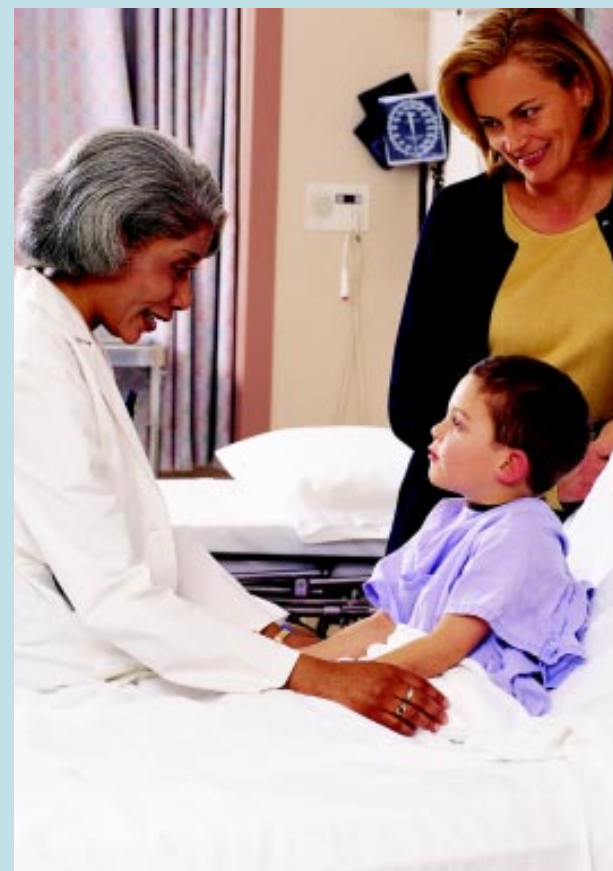
New York State
Health Department
518-486-6074



State of New York
George E. Pataki, Governor

Department of Health
Antonia C. Novello, M.D., M.P.H., Dr.P.H.,
Commissioner

A Consumer's Guide to Medicaid Managed Care in New York City



Choosing a managed care plan that meets the health care needs of you and your family is an important decision. This brochure will help you make that decision. It has information about the quality of care offered by the different plans, and people's opinions about the care and services the plans provide.

There are other things you need to think about too. Is your doctor in the plan? How close is the doctor's office to your home? Does the plan have special services that you and your family need?

Talk with friends, your doctor and your New York Medicaid CHOICE counselors before making a decision. Ask questions to make sure you know what each plan offers.

Managed care plans in New York City

		Member Services Phone Numbers	Bronx	Brooklyn	Manhattan	Queens	Staten Island
	Web Sites		M	M	M	M	M
A-Plus Health Plan		1-888-260-1010	•	•	•	•	•
ABC Health Plan	www.abchealthplan.org	1-800-298-2420	•	•	•	•	•
Affinity Health Plan	www.affinityplan.org	1-866-247-5678	•	•	•	•	•
AmeriChoice	www.americhoice.com	1-800-493-4647	•	•	•	•	•
CarePlus Health Plan	www.careplushealth.com	1-877-692-8669	•	•	•	•	•
CenterCare	www.centercare.org	1-800-545-0571	•	•	•	•	•
Community Choice		1-800-224-7990	•	•	•	•	•
Community Premier Plus		1-800-867-5885	•	•	•	•	•
Fidelis Care New York	www.fideliscare.org	1-888-343-3547	•	•	•	•	•
GHI HMO Select	www.ghihmo.com	1-877-244-4466	•	•	•	•	•
Health Plus	www.healthplus-ny.org	1-800-300-8181	•	•	•	•	•
HealthFirst PHSP, Inc.	www.healthfirstny.com	1-866-463-6743	•	•	•	•	•
HIP	www.hipusa.com	1-800-447-8255	•	•	•	•	•
MetroPlus	www.ci.nyc.ny.us/html/hhc/html/metroplus.html	1-800-475-6387	•	•	•	•	•
Neighborhood Health Providers	www.getnhp.com	1-800-826-6240	•	•	•	•	•
New York-Presbyterian CHP	www.nyp.org/healthplan	1-800-261-4649	•	•	•	•	•
Partners in Health	www.stbarnabashospital.org/PIH	1-800-224-6321	•	•	•	•	•
UnitedHealthCare of New York	www.unitedhealthcare.com	1-800-339-5380	•	•	•	•	•
WellCare	www.wellcare.com	1-800-288-5441	•	•	•	•	•

NOTE: Not every plan may be accepting new enrollment. Please call Medicaid CHOICE at 1-800-505-5678 or the plan member services phone number listed above to make sure.

M: Medicaid only

• Both Family Health Plus and Medicaid

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2004

Key

- More stars mean better health plan performance
- ★★★ Above average
 - ★★ Average
 - ★ Below average

Health Plan

	The Quality of Care provided by health plans to children is measured by:				The Quality of Care provided by health plans to adults is measured by:				Patient Satisfaction with access and service is measured by these five questions:					Overall Rating
	Percent of two-year-olds who got their shots Childhood Immunization	Percent of two-year-olds who have been tested for lead poisoning Lead Screening	Percent of adolescents (12-21) who had a well-care visit Adolescent Well-Care	Percent of members (5-17) with asthma who received appropriate medication Use of Asthma Medication	Percent of pregnant women receiving a prenatal visit early in their pregnancy Timeliness of Prenatal Care	Percent of women (21-64) who had a Pap test in past 3 years Cervical Cancer Screening	Percent of members (18-56) with asthma who received appropriate medication Use of Asthma Medication	Percent of members who had routine check-ups in past year Access to Care	Would you recommend your health plan to your family or friends? Recommend Health Plan	Did you receive health plan services quickly? Timeliness of Service	Did you get the care you needed from your health plan? Availability of Care	How happy are you with your health plan? General Satisfaction	How happy are you with your children's health plan? Children's Satisfaction	
ABC Health Plan	★	★★	★	★★	★	★	★★	★	★	★★	★	★	★	<div></div> 44%
Affinity Health Plan	★★★	★★	★	★	★★★	★★	★★	★	★★	★★	★★	★★	★★	<div></div> 67%
AmeriChoice	★	★	★★★	★★	★	★★★	★★	★★★	★★★	★★★	★★	★★	★★	<div></div> 74%
CarePlus Health Plan	★★	★★★	★★★	★★★	★★★	★★	★★	★★★	★★	★★	★★	★★	★★	<div></div> 79%
CenterCare	★★	★★	★★★	★★★	★	★	★★★	★	★★	★★	★★	★	★	<div></div> 62%
Community Choice	★★	★★★	★	★	★	★	★★	★	★	★★	★★	★★	★	<div></div> 51%
Community Premier Plus	★★	★★★	★★★	★★	★★★	★★★	★★	★★★	★★★	★★	★★★	★★★	★★★	<div></div> 90%
Fidelis Care New York	★★★	★★★	★	★★★	★★★	★★	★★★	★★★	★★	★★	★★	★★	★★	<div></div> 79%
Health Plus	★★	★★★	★	★★	★★★	★★	★	★	★★★	★★	★★	★★★	★★★	<div></div> 72%
HealthFirst PHSP, Inc.	★	★★	★★★	★★	★★★	★★	★★	★★★	★★	★★	★★★	★★	★★	<div></div> 74%
HIP	★	★	★★★	★★	★	★	★★	★★★	★★	★★★	★★	★	★★	<div></div> 62%
MetroPlus	★★★	★★★	★★	★★	★★★	★★★	★★	★	★★	★★	★★★	★★★	★★★	<div></div> 82%
Neighborhood Health Providers	★★	★★	★	★★	★★	★★	★	★	★★	★	★★	★★	★★	<div></div> 56%
NewYork-Presbyterian CHP	★★★	★★★	★	★★★	★★★	★★★	★★	★	★★	★★	★	★★	★★	<div></div> 72%
Partners in Health	★★★	★★	★	★★	★★	★★★	★	★★★	★★	★★	★★	★★	★★	<div></div> 69%
UnitedHealthCare of New York	★★	★	★	○	★	★★		★★★	—	—	—	—	—	<div></div> 42%
WellCare	★	★	★★★	★★★	★	★	★★★	★	★	★★★	★	★★	★★	<div></div> 59%

A-Plus Health Plan and GHI HMO Select began serving Medicaid enrollees after this information was collected.
Plan submitted invalid data.
— Information not available
Ratings are based on a comparison of plan rates to regional averages.

The Quality ratings are from information submitted by the health plans. Patient Satisfaction ratings are from a Department of Health survey.